

4310 – FLEET ANALYST

NATURE OF WORK

This is professional level, management analysis work in the City's Fleet Management unit.

Employees in this class participate in methods analysis, operations auditing and productivity analysis projects designed to develop improvements in the efficiency and effectiveness of City operations. Emphasis of the work is on participating in analysis projects-by: collecting data; identifying and measuring work outputs; analyzing methods, procedures and work flow; learning and using various work measurement techniques; and assisting in the preparation of reports containing conclusions and recommendations. Supervision is received from a professional superior who assigns work, provides guidance and assistance, and reviews completed tasks.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- ☐ Assists project team by: documenting methods, procedures and work flows; reviewing forms, procedures, tables of organization, job descriptions; developing methodologies, including statistical methods and final report structure; developing flow charts and work distribution charts.
- ☐ Conducts research and collects data via field observations, work sampling and/or interviews.
- ☐ Identifies and quantifies key operating factors or indicators of workload quantity and quality on assigned projects, including work and time measurement, historic workload profiling, scheduling and timing constraint specifications, and line balancing.
- ☐ Analyzes methods, procedures and workflows for the purpose of identifying bottlenecks, duplications, error sources, workload imbalances, and other problem areas.
- ☐ Assists in the research, design and development of solutions and improvements to increase efficiency and effectiveness of operations.
- ☐ Assists in the preparation of draft reports during various phases of assignments, detailing progress, findings, conclusions, recommendations and problems encountered, using personal computer hardware and software.
- ☐ Participates in the implementation of approved recommendations, including assisting in the preparation of forms, procedures, and training materials.
- ☐ Researches and studies management/productivity analysis methods and techniques, remaining current on productivity studies and related activities of other governmental jurisdictions and private sector companies.
- ☐ Keeps abreast of changes in personal computer hardware, software and other office automation technologies.
- ☐ Provides assistance to Fleet Management during the preparation of the annual budget.
- ☐ Provides assistance to the Director's Office when requested.
- ☐ Performs related work as required.

4310 – FLEET ANALYST

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the principles of management.

Considerable knowledge of statistical methods and measurement techniques as related to work output.

Knowledge of research techniques required to gather information for use in a productivity study.

Knowledge of work distribution charts, procedural and process flow charts and organizational charts.

Knowledge of modern office equipment, including personal computers and related software.

Some knowledge of the structure and function of local government departments.

Some knowledge of public relations principles and techniques.

Some skill in the use of personal computers.

Ability to assess the efficiency and effectiveness of City operations including work areas, equipment, forms and manpower.

Ability to learn and develop productivity/management analysis capabilities.

Ability to coordinate and manage research projects from start to finish.

Ability to identify opportunities to improve productivity through work simplification and methods improvements.

Ability to establish and maintain effective working relationships with other employees, City officials, and personnel within the area of assignment.

Ability to conduct research and collect data necessary to the performance of a productivity study.

Ability to analyze unit work activities as a whole, each work activity independently, and their inter-relationships.

Ability to express ideas and information clearly and concisely, both verbally and in writing, and to prepare written reports and make verbal presentations of findings.

Ability to use a variety of work measurement methods and techniques.

MINIMUM REQUIREMENTS

Bachelor's degree from an accredited college or university in Business or Public Administration, Industrial Engineering, or related field, with some experience in industrial engineering, management systems analysis, work measurement, or related analytical work. Experience may substitute for education on a year for year basis.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling.

4310 - FLEET ANALYST

SUPERVISION RECEIVED

General and specific assignments are received from a professional superior who provides guidance and assistance and reviews completed tasks for professional quality, compliance with departmental objectives and standards, and for progress in developing management/productivity analysis capabilities.

SUPERVISION EXERCISED

Supervision of Accounting and Clerical Staff.

SPECIAL REQUIREMENTS

Familiar with word processing, spreadsheets and graphic software.

Rev. 12/99